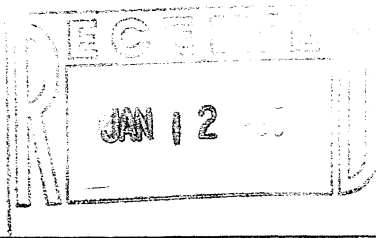LOAN COPY

DOCUMENTATION CONTROL CENTER

RECEIVE
JAN 12

SUBJ: USE OF COMPUTER-BASED INSTRUCTION

1. PURPOSE. This order establishes procedures and provides administrative guidance for the management and use of computer-based instruction (CBI) in the Federal Aviation Administration (FAA). It applies to FAA's nationwide CBI training system (paragraph 6d). Other training that is delivered or managed on a computer is subject to paragraph 8a of this order, with the exception of Dynamic Simulators (DYSIM) in the Centers, Enhanced Target Generators (ETG) in the Terminal Facilities, and the Radar Training Facility (RTF) at the Aeronautical Center. Changes will be issued to accommodate future CBI systems as they are developed.

2. DISTRIBUTION. This order is being distributed to the branch level in Washington regions, and centers; to the supervisory level in the FAA Academy; with limited distribution to all field offices and facilities.

3. CANCELLATION. Order 3020.1, Use of Computer-Based Instruction, dated November 12, 1981, is canceled.

4. BACKGROUND.

a. CBI is a training tool which has been evolving in the FAA and other major aviation community organizations since the early 1970's. A variety of computer systems are capable of providing CBI.

b. CBI has advantages for the student, including training near home, training at the student's own pace and style, ready availability for refresher training, etc.

c. CBI can free instructors from repeating the same information to class after class of students and relieve routine paperwork. It permits them to take the role of course managers and to give live instruction as required.

d. CBI provides many advantages to the agency training program including cost benefits, standardization, and improved and quicker training of students. National planning and coordination of CBI are required to maintain program efficiency. It is important that all agency CBI activity be in agreement with that planning (see paragraph 8a).

5. EXPLANATION OF CHANGES.

a. This order was rewritten to reflect the expanded FAA national CBI system as opposed to the limited test system previously in place. Definitions, roles, and responsibilities have been revised and clarified for CBI system users and managers. The order defines FAA's nationwide CBI training system. It also defines and expands the role of the Training Program Management Officers (TPMO) in managing the field CBI program.

b. Appendix 1 deletes specific Consolidated Personnel Management Information System (CPMIS) enrollment data elements which are available in the CPMIS users manual. It does incorporate new enrollment procedures and new change procedures.

c. The use of CBI for nontechnical training is introduced in Appendix 2 as well as the Management Training School's National Employee Development Resource Center (NEDRC) as a central distribution, coordination, and evaluation center for this courseware.

d. The former Appendix 2, Airway Facilities Guidelines, has been renumbered Appendix 4. The guidance has been clarified and updated.

e. Appendix 3, Flight Inspection Guidelines, and Appendix 5, Air Traffic Guides, have also been added.

6. DEFINITIONS.

a. Computer-Based Instruction or CBI is an overall term which refers to any generalized use of computers in the training process. The terms computer-based training (CBT) and computer-based education (CBE) are sometimes used by the other Federal agencies and are very similar in meaning.

b. Computer-Managed Instruction (CMI) refers to the use of a computer to manage students' progress through a training course. In CMI applications, students are given tests and lesson assignments, and records are kept of their progress. In CMI, students are directed to take lessons provided in such forms as slide/tapes, videotapes, videodisk, workbooks, labs, and sometimes computer-assisted instruction. CMI management routines make individualized instruction practical.

c. Computer-Assisted Instruction (CAI) is an application of CBI in which students receive some of their lesson material at a training terminal through student/computer interaction carefully designed by an instructor. CAI may be used as a classroom aid or as an aid in a computer-managed instruction course.

d. FAA's Computer-Based Instruction Program is a nationwide training system consisting of hundreds of self-contained micro-computers. These computers contain computer terminals (much like television screens) and are used to deliver both national and local (CAI and/or CMI) training. The terminals (micro-computers) may operate in a self-contained fashion or connect to a large mainframe computer by means of a telecommunications (telephone) network for storage and analysis of training information. The computers in this system are standardized to be compatible with the FAA-wide system. Courseware is developed by the FAA Academy, by MTS, by experienced outside contractors, and at selected field locations. CBI development standards are issued by the FAA Academy.

e. Module is a segment of a course that may be taken independently of other parts of the course. Modularization of courses is particularly desirable in that all students may not need to study the material in all modules. An examination may be used as a pretest to determine which modules must be learned. In individualized courses, an examination is given at the end of each module to determine if the student has mastered the module as measured by preestablished criteria.

f. Individualized Training is instruction in which, unlike group instruction or self-paced correspondence courses, students are given only material that they need and do not already know.

g. CBI Training Center is an arrangement of FAA facility or commercial space designed to support CBI training.

h. Course Completion Time. In CBI training, students usually must complete the course within a maximum amount of training time. Individual modules may have an estimated completion time.

i. Sign-ons. The CBI system provides various levels of access to the various system users through system sign-ons.

(1) Student sign-ons permit the user to see only the course in which he/she is enrolled.

(2) Instructor sign-ons permit the user to view certain records, review system documentation, use notesfiles, and sign into FAA-originated as well as some non-FAA-originated lessons. Designated field facility personnel and Academy CBI course managers are given instructor sign-ons. No enrollment procedures are required for use of instructor sign-ons.

(3) Author sign-ons give the user access to all instructor features and may permit the user to program original material in designated workspace.

j. Notesfiles. The CBI on-line system with the trademark PLATO^R
provides features such as (notesfiles) which facilitate training
communications between instructors and students, course managers and facility
CBI administrators, etc. The most generally used notesfiles are:

(1)=faa notes=A cumulative collection of informational notes and
responses concerning day-to-day Aeronautical Center system administration
activities.

(2)=faa user=A collection of information comments and responses about
FAA CBI system concerns of general interest and use to system users.

(3)=atcbi=A collection of information, notes, and responses concerning
issues in the air traffic (AT) CBI training system.

k. Catalogs. The FAA on-line system provides catalogs for FAA CBI
material as defined below. In addition various other libraries of non-FAA CBI
courseware will be provided as they become available.

(1)=faacat=A centralized list of all FAA developed on-line and off-line
     CAI lessons. It also includes terminal locations and other
     administrative data.

(2)=cbicat=A catalog of all FAA on-line and off-line CBI courses,
     including a list of training equipment and responses necessary to
     conduct the course.

7. GENERAL RESPONSIBILITIES.

a. All FAA organizations or persons responsible for arranging or
delivering training shall coordinate with the Training Programs Division,
APT-300, through the regional/center Training Program Management Officer (TPMO),
before engaging in discussions with potential CBI vendors or procuring new CBI
services. Such coordination is required because of potential expenses, possible
administrative complexities, and agency program considerations. In addition,
there is a need to coordinate the purchase, use and evaluation of training
products that may have applicability to other employees in order to prevent
unnecessary duplication of resources and share worthwhile programs. Organi-
zations using CBI should make administrative and managerial plans and
adjustments which accommodate the requirements of CBI and maximize the many
benefits and opportunities offered by this new tool; they must ensure that CBI
equipment is used only for training functions.

b. Managers of employees enrolled in a CBI course will provide as much
time from regular job duties as employees need to complete the course up to
the maximum amount of time allowed for course completion. Although CBI permits
local scheduling to accommodate workload considerations, interruptions to the
student should be minimized so that the maximum training advantage can be
obtained.

c. CBI Facility Managers and local site administrators shall ensure that all use of the CBI system, including proficiency and refresher training and familiarization, is appropriate and in the best interest of the Government. Additional guidelines for managing and administering CBI training are provided in the appendices to this directive.

d. Students taking training via CBI should spend their time gainfully. In individualized training, discussion of lesson material (including CAI lessons) between students may occasionally be beneficial if it does not disrupt the training center. However, employees shall neither take nor permit the taking of CBI module mastery tests, segment tests, or end-of-course tests by one employee for another employee. Violation of this rule is grounds for disciplina:.y action. Additional guidance on test security may be issued by the FAA Academy at a later time.

e. TPMO. The CBI program is a national training resource. TPMO's have the overall responsibility for managing and evaluating the CBI program in the most effective and efficient manner for the benefit of all FAA organizations. This responsibility includes formulating, coordinating, and establishing overall local guidelines and priorities for use of the CBI equipment and instituting appropriate monitoring procedures. Also included is the responsibility to set priorities for "common use" terminals; e.g., terminals located in regions, centers, and headquarters. Administrative procedures for these "common use" terminals are covered in appendix 2, but the management of students in Air Traffic, Airway Facility, or Flight Standard courses is governed by their respective appendices 3 to 5. National procedures for the day-to-day administration of the CBI system are contained in appendices 1 through 5.

8. TRAINING REQUIREMENTS.

a. The need for students to take courses which use agency CBI equipment should be identified under the existing training requirements identification process. In addition, regions, centers, Washington Metropolitan Airports and Washington headquarters may be asked to identify anticipated usage of commercial training centers. These estimates/ requirements will be used for budgeting as well as national negotiation of commercial training center rates.

b. Beginning with the FY-85 call for training requirements, all CBI system users will be asked to identify their annual requirements for computing system space for enrollments in non-FAA courses, etc.

9. TRAINING DEVELOPMENT PLANS. CBI training course documentation shall be prepared in accordance with the detailed guidelines in Order 3000.6B, Training.

a. If at least a portion of a proposed new course could eventually be delivered via CBI, the course must be developed in modularized format. Modularized format facilitates training even when CBI is not used.

b. If at least a portion of the course is scheduled or intended in the near term for CBI delivery, that portion must be developed directly in CBI form unless there is a clear and well-justified reason for doing otherwise.

10. ENROLLMENT.

    a. <u>Specific CPMIS Enrollment Procedures</u> for CBI courses are covered in
appendix 1. These enrollments can be for courses to be taken at the FAA
Aeronautical Center (including the Academy and the Management Training
School), training centers, in any FAA facility, or commercial training center.
Additional guidance on CBI enrollments may be issued as necessary by the
Training Programs Division.

    b. <u>Locally Managed Courses</u>. If the delivery of CBI courses and lessons is
managed by the local facility without direct assistance from the FAA
Aeronautical Center, no enrollments will be made in the Consolidated Personnel
Management Information System (CPMIS); however, completions will be entered in
CPMIS by the TPMO upon request from the sponsoring division.

    c. <u>Refresher/Proficiency/Familiarization</u>. Most FAA CBI courses can be
taken in a noncredit mode for refresher or proficiency training or for
familiarization with the features and process of CBI instruction. Access
for these uses is controlled solely by the local facility management. Most of
FAA's National CBI courses designed for online delivery can be accessed with a
"demo" sign-on for noncredit usage. Academy instructor assistance is not
available for noncredit students. A set of text materials should be
maintained at each training center for noncredit usage.

11. SCHEDULING.

    a. <u>Proper scheduling</u> of CBI training increases the benefits that can
be gained from this training tool. Students taking training in the field
should normally be scheduled for individualized CBI courses on an "even flow"
basis. That is, these students should be assigned to start the course or
lesson one at a time or in small groups rather than in larger "classroom size"
groups, and should be able to return to their work or start their next course
as soon as they complete the individualized CBI course. However, if students
at the FAA Aeronautical Center who have a follow-on course scheduled
immediately after the CBI course finish early, a determination must be made to
do one of the following: (1) allow the student to remain at the Center, or
(2) return the student to the home facility. In general, a student completing
the course 1 to 3 days early shall remain at the Center and be assigned related
supplementary individualized activities. For breaks exceeding 3 days, the
determination shall be made jointly between the TPMO representing the region
and the Aeronautical Center and shall be based primarily on a comparison of
costs.

    b. <u>Nonprogrammed</u> proficiency/refresher/familiarization training must be
scheduled so it does not interfere with programmed training.

    c. <u>CBI equipment</u> shall not be used for any function other than training.

12. COURSE COMPLETION.

    a. Students successfully completing an Aeronautical Center or locally sponsored CBI course that meets FAA training requirements will be given a training certificate. Since time required by individual students will vary, the certificate will state the length of the course as specified in approved course documents.

    b. The Aeronautical Center Course Manager and/or facility training officials will monitor student status and provide appropriate assistance to assure that a student is progressing satisfactorily.

    c. If a student fails to complete a CBI course at the required grade level (as determined by a segment or end-of-course exam) or within the specified maximum allowable time, the student may be removed from the course. The course manager/course coordinator may grant time extensions for extraordinary circumstances such as an emergency, illness, computer downtime, etc.

    d. All CPMIS CBI course enrollments must have a completion entry. Course managers/coordinators are responsible for both CBI and Academy laboratory segment completions. The TPMO is responsible for field laboratory segment completions.
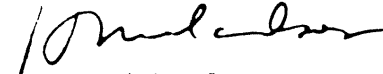
13. RECORDS. Regardless of the location of the training terminal, records of a student's activities shall be available for review only to the appropriate agency officials, the student, and the FAA Aeronautical Center (for Center courses). Records shall be made available to the appropriate facility officials through the TPMO. In coordination with the program office, the TPMO will authorize the Aeronautical Center course manager to allow review. After the student satisfactorily completes the CBI segment, the Aeronautical Center course manager will notify CPMIS, record necessary course evaluation data, and delete the student's nonpermanent records from the CBI system.

14. DAY-TO-DAY ADMINISTRATION. The FAA Academy will administer the CBI computing system for the benefit of all FAA CBI users. The Aeronautical Center will propose, coordinate, and issue detailed guidance and information concerning administration of the FAA CBI system (through directives, correspondence, or CBI system notesfiles), including development, maintenance, and administrative procedures for system administration, CBI courseware, hardware, and software, etc. The guidance will specify course validation procedures, the methods for distributing and updating off-line course materials, security procedures for access codes and passwords, and safeguards to ensure that changes in electronically stored courseware are made only after proper documentation and approval.

15.   SECURITY. Officials responsible for planning and administering CBI programs shall assure that appropriate physical, administrative, electronic, and technical controls are utilized to safeguard testing and training information and supplies in accordance with Order 1600.54A, Security of FAA Automatic Data Processing Systems and Facilities. Organizations contemplating the use of CBI should consult with their support security components or the FAA Computer Security Program Manager, ACS-320, for any specialized assistance that may be required to address unique CBI security problems.

16.   ORDER 3000.6B, TRAINING. The provisions of this order will be incorporated into a forthcoming revision of Order 3000.6B, Training.

H. R. Richardson
Acting Director of Personnel
  and Training

APPENDIX 1. PROCEDURES FOR PROCESSING CBI COURSES THROUGH CPMIS

1. PURPOSE. Some administrative characteristics of CBI courses are quite different from those of resident courses. As the CPMIS Training Subsystem was designed around the characteristics of resident courses, the following provisions were made to the existing system to accommodate CBI training.

a. This appendix presents a standard method of identifying CBI courses, describes the actions to be taken by all those who deal with the CPMIS Training Subsystem, and defines the nature of CPMIS data and reports which are relevant to CBI training courses.

b. Every effort has been made to make processing of CBI courses compatible with existing CPMIS processes. The courses will be handled in one of two ways depending on where they are offered.

(1) At the Aeronautical Center, training will start and end on prescribed dates.

(2) At other training centers, training will start at the facility's convenience in a once-a-year class (see paragraph 3 of this appendix).

2. COURSE INFORMATION. Each CBI course will be developed under an approved Training Development Plan. After the prototype class has been held, a Course Report will be written to document how well the class achieved the course objectives. The Training Development Plan and the Course Report will state the maximum allowable number of training hours for the course. This will allow CPMIS to issue "tickler" notices to ensure that completions (or incompletions) are recorded for all enrollments. Actual time spent on a CBI course is variable depending upon the student. Therefore, the number of hours per day the student is in a training status, as well as the student's starting and ending dates will be recorded in CPMIS.

a. The Training Development Plan will give the course length which will be used on the training certificate and in the student's training history.

b. All course titles will begin with CBI set in parenthesis. This will cause the CBI courses to be listed together in the FAA Catalog of Training Courses index. Academy resident courses which are primarily taught by lecture but include some computer-assisted instruction lessons will not be classified as CBI courses.

c. All AF CBI courses will be numbered between 47000 and 47999. Courses with only a CBI segment are numbered from 47000 to 47499. Courses with a CBI segment and a mandatory follow-on laboratory segment are numbered from 47500 to 47999 and carry a single number.

    d. All AT CBI courses will be numbered in the 57000 series.

    e. All other CBI courses will have CBI in the title but do not have reserved course number series

    f. The FAA Catalog of Training Courses will give the course length which will be used on the training certificate. This and other information about PLATO^R based CBI courses will also be available in the CBI system in the =cbicat= file.

3. CLASS INFORMATION. The Training Development Plan and Course Report will give a maximum CBI class size to indicate how many students can be enrolled at a given time. CBI training course classes can be conducted at the Academy, regional training centers, or headquarters. Class numbers are assigned using the FY and 000; e.g., FY000 for classes in the field and FY and sequential number; e.g., FY001, for classes at the Academy (further guidance on class numbers appear in paragraph 5). Anyone who is enrolled in a field class at the end of a fiscal year will be moved automatically into the new FY000 class for the next fiscal year. For all classes, actual maximum size will depend upon course manager capacity and the number of students that can be scheduled for the CBI terminals.

4. QUOTA INFORMATION. Regions will be assigned all the quota they requested in the FY Call for Training Requirements for field training. Aeronautical Center quota will be controlled and assigned according to current procedures of allocating available quota based upon training category (category with priority for AF courses); enrollments in a particular class will be made against quota available for the student's region. However, in field attended CBI and/or laboratory segments, if the region uses all the available regional quota, the region may continue to enroll students and CPMIS will automatically give the region additional quota for each enrollment.

5. ENROLLMENT INFORMATION

    a. The employing regions TPMO is responsible for entering the enrollment information in CPMIS for all students programmed for CBI courses. Enrollment in FAA CBI courses will be in accordance with Order 3000.16A, Training Request/Assignment using Form 3000-13 Training Request/Assignment. Enrollment in non-FAA CBI courses will be accordance with Order 3000.6B, Training, using Form 3000-3, Request for Out-of-Agency Training and Agreement to Continue in Service of Agency. The enrollment request must also include the CBI terminal location identifier where training is to occur, the requested CBI segment start date (not laboratory segment date), and the hours per day the student will be in training. Enrollment must be made at least 10 days before the start date. In most cases, students will take a CBI course or CBI segment of a course in the field (although, where cost appropriate or if a field terminal is not available, Academy terminals may be used). Additional enrollment procedures for CBI courses and CBI/lab courses are as follows:

(1) CBI in field: Enroll student in an FY000 class.

(2) CBI at Aeronautical Center Enroll in an FY000 class and make individual arrangements with the Aeronautical Center to schedule use of a terminal.

(3) CBI in field/lab at Aeronautical Center: Enroll in a class numbered FY001+. The date shown on the CPMIS class schedule will be the day the student is expected to begin laboratory training at the Academy.

(4) CBI and lab in field: Enroll student in an FY000 class.

(5) CBI at Aeronautical center/lab in field: Enroll in a FY000 class and make individual arrangements with Academy to schedule use of a terminal.

(6) CBI and lab at cademy: Enroll in a FY0001+ class and make arrangements directly w'th Aeronautical Center to use terminal in the required timeframe.

b. The Aeronautical Center will enter the student's name from the CPMIS roster into the CBI system and monitor the student's progress through the course.

6. COMPLETION INFORMATION. All completion information becomes a permanent part of the student's training history.

a. All CBI completions will be transferred into CPMIS by the training organization listed below:

(1) For all Academy laboratory segments, the completions will be sent by the Academy course manager to the Academy CPMIS manager for entry into the CPMIS.

(2) For all Field laboratory segments, the completions will be sent by the person certifying the trainee's completion to the TPMO for entry into the CPMIS.

(3) For all CBI segments or courses which have an Academy or Management Training School course manager, the completions will be transferred by the course manager into CPMIS.

(4) For all CBI segments or courses arranged through and managed by the TPMO, the completions will be sent by the person certifying the trainee's completion to the TPMO for entry into CPMIS.

BEST COPY AVAILABLE

b. Certificate and Training Record. AC Form 3000-36, Certificate and Training Record, will be issued through CPMIS for FAA CBI courses after an individual's training history is updated. CPMIS is programmed to accommodate those courses which require completion of two segments (CBI/Laboratory) of training.

c. If after failing a laboratory segment or being withdrawn the student subsequently completes the laboratory in the field or wishes to complete the training at the Academy, the TPMO, after receiving proper forms from the field, will either enroll the student in the class using the FAA Form 3000-13 or enter the student's completion of a field laboratory segment.

d. In the case of a delayed or retaken laboratory segment, the CBI segment as described in paragraph 6c of this appendix does not have to be retaken, and the CBI segment grade is retained in the CPMIS enroll field data element CBI grade. If the original enrollment was in FY000 class and the second completion is entered against the same class number, the stored grade is retrieved by CPMIS and used to generate a training certificate after a laboratory completion is entered. If the original enrollment was in a FY001+ class or changing between FY001+ or FY000 class, the Academy must make the second enrollment.

e. The successful completion of the CBI segment will always be recorded using numerics. The completions of the laboratory segment will always be alphabetic PASS/FAIL/INCO/WITH. All training completions will include the student's number, course number, grade (pass/fail or numeric) and completion date. The training certificate will be issued after successful completion of the required segments with the numeric CBI grade shown in the final grade block.

7. COURSE MANAGEMENT REPORTS. CPMIS will produce the following reports.

a. Tickler Messages to the Aeronautical Center course manager and TPMO when the maximum time allowed has passed for completing the segment of the course.

(1) For courses which have only a CBI segment, the course manager, upon receipt of the tickler message, will check through the CBI system to see if there is a problem and corrective action should be taken, or if a completion was not recorded in CPMIS. This tickler message will recycle every two weeks until a grade has been recorded in CPMIS. TPMO's are responsible for following up on overdue completions when requested to do so by the course manager.

(2) For courses which included both CBI and laboratory segments, the lab segment should be completed within 60 days after completion of the CBI segment. CPMIS will assist in the management of these courses as follows:

(a) Forty-five calendar days after the student has completed the CBI segment but not the laboratory segment, a CPMIS warning notice will be generated to the TPMO. The message will advise that unless a laboratory completion is entered within 15 days or an exemption is obtained from the Aeronautical Center course manager, the TPMO will enter a grade of INCO.

(b) Sixty calendar days after the student has completed the CBI segment but not the laboratory segment, CPMIS will generate a notice to the TPMO advising of the lapse of 60 days and no recorded completion. If the course manager has not approved the student's remaining in training, the TPMO will enter a grade of INCO.

(c) One-hundred twenty calendar days after the student has completed the CBI segment but not the laboratory segment, the CPMIS will generate a notice to the TPMO to enter a grade of INCO, regardless of student circumstances.

8. OTHER CPMIS REPORTS.

a. Weekly rosters to the course manager. The course manager will use the roster to enroll the student in the CBI System to ensure CPMIS completions are entered when the student has completed Aeronautical Center laboratory segments.

b. As needed, reports can be produced based on current class status, unused quota and quota assigned to regions, class enrollments/completions/noncompletions, average length of time used to complete courses, etc.

c. CBI courses will appear in reports for requirements and CY/BY Estimates; however, they will not be included in the quarterly Feedback Summaries.

9. FEEDBACK. At the end of the first year of a course's operation, or sooner if appropriate, enrollments and completions will be reviewed by the Aeronautical Center, APT-310, APT-320, and program offices to see if the maximum time allowed for completion of a course should be adjusted. The Aeronautical Center, APT-310, APT-320, and APT-330 will evaluate overall CPMIS/CBI procedures to determine if any other modifications should be made.

10. RESPONSIBILITIES.

a. The Aeronautical Center CBI course manager/coordinator will have the following responsibilities:

(1) Enroll new students into the CBI system after reviewing the CPMIS student roster. If the enrollment would cause the class to be oversubscribed, the course manager/coordinator will notify the regional TPMO so that the student can be rescheduled.

(2) The course manager/coordinator will monitor and assure appropriate student progress through the course. If a CPMIS maximum time tickler message is received, the course manager/coordinator will verify whether or not the student has completed the course and take appropriate action. The course manager will insure completion information is loaded for Aeronautical Center CBI courses and for laboratory segments.

b. The Regional TPMO will be responsible for the following:

(1) Ensuring that CBI course requirements are provided for each fiscal year.

(2) Deciding how many employees in the region can be trained in regionally located terminals and how many will travel to the Aeronautical Center. The length and timing of the course, per diem, travel costs, and the number of terminals available in the region must be considered; however, cost considerations should be the prime factor.

(3) Enrolling the student in CPMIS.

(4) Follow-up on overdue completions.

(5) Loading completion information into CPMIS for all students who have taken a stand-alone CBI course, CBI course supplied by an out-of-agency source, or have completed the laboratory segment in the field.

c. Facility CBI Manager Responsibilities. The facility CBI manager is responsible for requesting enrollments in Aeronautical Center-managed and non-FAA originated CBI courses. For locally managed courses and refresher proficiency/familiarization training, the facility CBI Manager will ensure appropriate enrollments and recordkeeping in accordance with appropriate directives. The facility CBI Manager will forward to the TPMO all stand-alone FAA and non-FAA CBI course completions completed at an FAA CBI facility.

d. Student Responsibilities. The student is responsible for providing written certification to the TPMO for non FAA CBI courses completed off site if the student wishes to have his/her FAA training history updated.

APPENDIX 2. MANAGEMENT AND GENERAL TRAINING GUIDELINES

1. INTRODUCTION. This appendix sets forth responsibilities and provides administrative guidance for management and general training CBI courses conducted at all FAA field facilities and "common use"; e.g., regional office, centers and headquarters locations. "Common use"; e.g., regional headquarters, terminals are to be operated in accordance with this appendix. Students enrolled at "common use" terminals in AT, FS, or AF courses are governed by respective appendices 3 to 5.

2. BACKGROUND. The CBI training resource provides employees with an additional source for management and general training which can be used for mandatory, recurrent, job related, career development, and self-development purposes.

3. RESPONSIBILITIES.

   a. Supervisors are responsible for:

      (1) Identifying the employee's training requirements.

      (2) Identifying sources if options are available.

      (3) Identifying when training should occur.

      (4) Reviewing previous training of employees and providing pre- and post-course counseling.

      (5) Monitoring student progress in conjunction with local training administrators.

      (6) Evaluating the effectiveness of locally obtained out-of-agency CBI training.

   b. TPMO's are responsible for managing training resources so that the most cost beneficial use of CBI terminals can be obtained throughout the regions, headquarters and centers by:

      (1) Ensuring that management and general CBI training course requirements are provided and prioritized during the annual "Call."

      (2) Scheduling students and CBI courseware on "common use" terminals.

      (3) Enrolling students in CPMIS for on line management and general CBI training courses.

BEST COPY AVAILABLE

(4) Enrolling students in the CBI system and in CPMIS for off line management and general CBI training.

(5) Updating employee training histories when management and general training CBI courses taken on non-FAA PLATO terminals or on other computer terminals are completed.

(6) Evaluating effectiveness of training.

(7) Coordinating with the National Employee Development Resource Center (NEDRC) located at the Management Training School (MTS).

(8) Maintaining complete training center facilities for "common use" terminals; e.g., terminals located in regional headquarters.

(9) Contracting for non-FAA locally obtained off-the-shelf CBI courses and obtaining any required FAA computer system spaces, required off-line course material, student books, handouts, visual aids, etc. Prior to contracting, refer to paragraph 8a of basic order.

c. Employees are responsible for:

(1) Requesting appropriate management and general CBI training through their supervisor.

(2) Completing CBI management and general training in the specified timeframes.

(3) Assisting in determining the appropriate uses of locally obtained out-of-agency CBI training.

d. Local Training Administrators are responsible for:

(1) Orienting students prior to CBI courses.

(2) Scheduling employees and training resources.

(3) Monitoring student progress—not continuous but frequent—and keeping supervisors informed of any problems.

(4) Proctoring tests.

(5) Maintaining the CBI local training center resources.

(6) Maintaining the security of training center equipment and supplies, including course material and tests.

(7) Maintaining up-to-date records.

(8) Maintaining data files and records required to support CBI training evaluations.

4. PROCEDURES

a. The National Employee Development Resource Center (NEDRC) located at the MTS will serve as the central point for collection, distribution, and evaluation of all national management and general CBI courseware and/or learning resources. MTS will develop and coordinate specific operating procedures for NEDRC, publish them both through established documentation channels as well as in the =CBICAT= notefile.

b. Based upon the annual call for training requirements, the NEDRC will schedule CBI courses by quarter.

c. Region/center TPMO's will be responsible for scheduling their employees for management and general CBI courses during the period the material supplied by NEDRC is available to their jurisdiction.

d. Region/center TPMO's will enroll employees in management and general CBI training at least 30 days in advance of the projected start date through the CPMIS system, and it will be the responsibility of the NEDRC to assure that the necessary course material is shipped to the region/center TPMO before the scheduled start date.

e. Regional TPMO's will be responsible for assuring that their regional sites send the material to the next training site to meet previously scheduled training dates.

f. For on-line courses, the NEDRC will enter the student's name from the CPMIS roster into the CBI system so the student has access to the on-line course material on the requested training start date.

g. For stand-alone courses, the NEDRC will send the appropriate courseware and learning resources to the TPMO to meet the projected training start dates.

h. For non-FAA locally obtained off-the-shelf CBI courses the TPMO is responsible for contracting with the CBI course vendor and obtaining any required off-line course material, student books, handouts, visual aids, etc., as well as obtaining any required FAA computer system space.

5. COLLEGE CREDIT COURSES

a. Considering priorities, CBI terminals will be made available to employees to take courses which provide college credit so long as the courses are at least for general career self-development purposes. However, the use the CBI terminals for these courses should not conflict with scheduled job required programmed training. The NEDRC will maintain an up-to-date list of such courses. (NOTE: Courses need not be on the NEDRC list to be considered appropriate.)

b.   This training may occur during nonduty hours.

c.   The employee is also responsible for negotiation with the college/
university involved for accreditation of the CBI courses.

d.   Employees must provide official certification of CBI course
completion to the TPMO to update their training history.

BEST COPY AVAILABLE

APPENDIX 3. FLIGHT INSPECTION GUIDELINES

1. INTRODUCTION. This appendix establishes responsibilities and provides administrative guidance for computer-based instruction (CBI) flight inspection courses conducted at flight inspection and "common use"; e.g., regional headquarters, locations.

2. CBI TRAINING CENTER MANAGEMENT/ADMINISTRATION. Each of the FIFO managers will establish procedures to be followed in managing training center resources over which that manager has custodial responsibility. Such procedures and resources will include:

   a. Providing a training center environment which is professional in appearance and conducive to student learning.

   b. Designating an employee as training officer at each training center location to be responsible for training center administrative functions. The employee's name, grade, and title will be forwarded to the FAA Academy through the TPMO to AAC-900 and AVN-200.

   c. CBI training center administrative functions will include:

      (1) Coordination and scheduling of student course access.

      (2) Maintaining student attendance records.

      (3) Providing help in the orientation to operation of training center devices and student procedures.

      (4) Scheduling training aids.

      (5) Student monitoring—not continuous but frequent.

      (6) Examination proctoring.

      (7) Training center security and usage.

      (8) Establishing and maintaining a listing of refresher and other CBI lessons and ensuring appropriate distribution.

      (9) Maintaining data files and records required to support CBI training evaluations.

3. EQUIPMENT CUSTODY/REPAIRS

   a. Custody. The FIFO manager within whose office the CBI terminal is located shall assume custody of FAA-owned items.

BEST COPY AVAILABLE

b. Equipment installation. The FIFO manager shall assure that training center equipment is properly placed and installed. Such installation shall be in accordance with guidance provided by AAC-900. Adequate lighting, electrical supply, seating, storage, and bench/table space will be a FIFO responsibility.

c. Repairs to leased equipment. The FIFO Manager will also assume maintenance responsibility for all equipment in the CBI training center. However, maintenance for the terminals and disk drives will be obtained via central contract that will be administered and funded by the Academy.

d. Repairs for other training center equipment. Repairs to other CBI equipment will be accomplished by a method deemed appropriate by the FIFO manager. This equipment includes:

(1) Video tape deck/monitor.

(2) Slide/playback machine.

(3) Other training equipment.

e. Notification of problems. AAC-912 will be advised by the FIFO whenever equipment failures affect the training center training capability. This notification will include an assessment of the impact on student training.

f. Relocation. Relocation of data terminals to an alternate site will be coordinated with AAC-912. However, the relocation of all equipment shall be a FIFO responsibility.

4. TERMINAL USAGE. CBI training center equipment located at a FIFO is intended to be used primarily for flight inspection training purposes. However, in the interest of effective and efficient terminal use, when other FAA elements have need for using the training center equipment, the use shall be prioritized by the custodial FIFO manager. TPMO reconciliation will be requested in cases where a satisfactory arrangement cannot be made by the parties involved.

5. CBI COURSES. A variety of training courses, or portions thereof, may be made available to employees via field CBI training centers. These include but are not limited to:

a. Flight Inspection Courses. These courses are intended to fulfill required field training needs for all FIFO's and FIDO's.

b. Flight Inspection Refresh/Update. This type of training course is intended to refresh past training or to establish currency in existing knowledge/skills.

c. Other CBI Courses. These courses include all other available CBI courses: FAA Management and General Courses, Air Traffic Courses, Airway Facilities Courses, other government agency courses, and commercially available courses including PLATO^R. Many of the latter courses or lessons are available on the system for no additional charge.

6. STUDENT STATUS

a. Programmed training.

(1) These are employees for whom course quota has been assigned and formal enrollment accomplished. These students are to be managed throughout the training and have a commitment to complete the training assignment. Training center activities and equipment in support of programmed training are to be afforded the highest priority. Ideally, employees enrolled in CBI courses at field locations should be full-time students. To the extent possible, such employees will be accommodated by use of training relief, work assignment, etc. Inactivity in excess of 10 consecutive days is to be avoided.

(2) Formal written documentation, prior to starting a course, between the student and FIFO manager will specify the conditions of training such as:

(a) Duration of training status. This time may vary between students, but a maximum completion time must be established and adhered to. Time extensions may be granted only for extraordinary circumstances such as an emergency, illness, computer downtime, etc., and only after coordination with the Aeronautical Center TPMO.

(b) Flight schedules.

(c) Expected rate of progress.

(d) Hours of training; i.e., administrative week, 6 hours per day, etc.

b. Programmed but Inactive. These are students that are enrolled in a course and have become inactive.

(1) 15 workday inactivity: Course manager will notify FIFO manager that the student is inactive.

(2) Thirty-workday inactivity: Course manager will notify FIFO manager that the student has been inactive for 30 work days. The student will be reenrolled and will have to start over at the beginning of the course, except where there are extenuating circumstances.

(3) Three-month inactivity: Course manager will notify the FIFO manager that the student will be disenrolled in CBI and a grade of WITH entered into the student's CPMIS training history.

c. Unprogrammed training. Employees, not assigned and not enrolled in a course, may avail themselves of refresh/update/enrich training as scheduled locally. Such terminal time shall not conflict with the activities of those enrolled in programmed training courses. Certain restrictions will be applied to employees using training center facilities for this purpose.

(1) No final examinations which form the basis of a course grade are permitted.

(2) Terminal sign-on/sign-off procedures which are applicable to this type of activity will be used.

(3) Academy instructor assistance will be available on a limited basis.

7. COURSE ENROLLMENT CONTROLS.

a. CBI course enrollments will be planned for and allocated in essentially the same manner as traditional Aeronautical Center courses.

b. Course enrollments will be made by the FIFO and AAC TPMO via CPMIS. The actual course start.ng date for each student will be controlled and assigned by the Aeronautical Center course manager.

c. Enrollment in a CBI course will include assignment to the Aeronautical Center in those cases where CBI training is a particular phase of a complete training program. When possible, a time lapse of no more than 30 days should occur between the field CBI portion of a course and its associated Academy portion.

d. New hires, transfers, etc., may be enrolled by an FTS call or "P Note" (PLATO) from the FIFO manager to the Aeronautical Center course manager. A memo should follow from the FIFO manager to the Aero Center TPMO.

e. No enrollment is required for nonprogrammed students nor will training credit be given or entered into CPMIS.

8. COMPLETIONS. AC Form 3000-36, Certificate and Training Record, will be issued by the Aeronautical Center for satisfactorily completed FAA CBI courses.

9. AERONAUTICAL CENTER RESPONSIBILITIES.

   a. The Aeronautical Center CBI course manager will have the following responsibilities:

      (1) Enroll new students into CBI after reviewing the weekly roster produced by CPMIS. If the enrollment would cause the class to be over-enrolled, the course manager will notify the appropriate TPMO so that the student can be rescheduled.

      (2) Monitor the student's progress through the course. If a CPMIS maximum time tickler message is received, the course manager will verify whether or not the student has completed the course and take appropriate action.

      (3) Provide instructional assistance via FTS or CBI terminal. They are the primary source of any technical assistance. Although CBI courses are intended to be self-sufficient, FIFO employees may also provide technical assistance.

      (4) Enter the course ending date and grade for transfer into CPMIS.

   b. The Aeronautical Center TPMO will be responsible for the following:

      (1) Providing CBI course requirements for each fiscal year.

      (2) Deciding how many employees can be trained in FIFO located terminals.

      (3) Enrolling the student in CPMIS against available quota.

10. COURSE MATERIALS. Necessary learning resources will be provided for each student formally enrolled in a CBI course. The timely shipment of this material is a responsibility of the Aeronautical Center. Each of the training centers will be provided with at least one complete set of this material. The Aeronautical Center is responsible for ensuring that all new and updated course material is distributed to the FIFO office. It will be a responsibility of the FIFO manager to establish, as needed, controls over training center materials.

11. PROBLEM HANDLING.

   a. Problems associated with the mechanics of CBI presentation are to be directed to the Aeronautical Center, AAC-950, in accordance with instructions to be provided separately. Such problems might concern and be associated with:

(1) Course content/format/materials.

(2) Training center devices.

(3) Aeronautical Center assistance.

APPENDIX 4.   AIRWAY FACILITIES GUIDELINES

1.   INTRODUCTION.   This appendix establishes responsibilities and provides administrative guidance for computer-based instruction (CBI) airway facilities courses conducted at airway facilities and "common use"; e.g., regional headquarters, locations.

2.   ADMINISTRATION.   Each sector manager will establish procedures to be followed in managing training center resources over which the sector has custodial responsibility. Such procedures should result in minimum impact on sector resources and the student's training activities and will include:

   a.   Providing an efficient field training program and an environment which is conducive to student learning.

   b.   Designating an employee at each training center location to be responsible for training center administrative functions. The employee's name, grade, and title will be forwarded to the FAA Aeronautical Center (AAC-900) through the TPMO.

3.   ROLES AND RESPONSIBILITIES.   The following are the roles and responsibilities of the AF Sector CBI Site Administrator. (NOTE: These duties are a portion of the overall field training program responsibilities.)

   a.   Initiating course enrollment paperwork (Form 3000-13 or Form 3000-3) for the TPMO's use in entry into the Consolidated Personnel Management Information System (CPMIS).

   b.   Orienting students to the CBI process and self-study skills before they begin CBI training.

   c.   Frequent monitoring of student progress during training.

   d.   As necessary, coordinating with the course manager and/or local management officials to resolve any recurring problems.

   e.   Scheduling students and training center resources.

   f.   Recommending the most beneficial location for training employees considering cost benefits and availability of sector resources.

   g.   Maintaining student attendance records.

   h.   Maintaining security of the training center, including course data and equipment.

i. Ensuring the integrity of examinations through "spotcheck" monitoring.

j. Coordinating repair and replacement of training center resources.

k. Maintaining data files and records required to support CBI training evaluations.

l. Recommending to local managers in coordination with the Academy course manager, as to whether students should continue in scheduled training or receive remedial training.

m. Assuring that employees and supervisors respond to training follow-up evaluations and questionnaires.

n. Establishing and updating the training center catalog of refresher and other CBI lessons and ensuring appropriate distribution.

4. EQUIPMENT CUSTODY/REPAIRS

a. Custody and repairing FAA-owned equipment. The sector manager within those sector the CBI terminals is located shall assume custody and repair responsibilities of FAA-owned items except for the CBI terminals, printers and disk drives. This equipment includes:

(1) Video tape deck and videodisk/monitor/player.

(2) Slide/playback machine.

(3) Test/lab equipment.

(4) Furniture.

(5) Printers.

b. Equipment installation. The manager shall assure that training center equipment is properly placed and installed. Such installation shall be in accordance with guidance provided by AAC-900. Adequate lighting, electrical supply, seating, storage, and bench/table space shall be a sector responsibility. The sector is responsible for providing a telephone at the CBI terminal for communication with the Aeronautical Center course manager.

(1) Maintainance for the CBI terminals, printers and disk drives will be obtained via a central contract that will be administered and funded by the Academy CBI Systems Section, AAC-912.

c. Other CBI Courses. These courses include all other available CBI courses including FAA Management and General courses, Air Traffic courses, Flight Standards courses, other Government agency courses and commercially available courses including PLATO^R. Many of the latter courses or lessons are available on the system for no additional charge.

d. Notification of problems. The CBI site Administrator will advise the Aeronautical Center, AAC-912, whenever equipment failures affect the training center training capability; the notification shall include an assessment of the impact on student training.

e. Relocation. Relocation of CBI equipment to an alternate site will be coordinated with the Aeronautical Center CBI System Section, AAC-912. However, the relocation of all CBI equipment shall be a sector responsibility.

5. TERMINAL USAGE.

a. Shared use—AF with others. CBI training center equipment located at AF sectors is intended to be used primarily for AF training purposes. However, in the interest of effective and efficient terminal use other FAA elements may have need to use them also. When other FAA elements have need for using the training center equipment, the need shall be prioritized by the custodial sector manager. TPMO reconciliation will be requested in cases where satisfactory arrangements cannot be made between the parties involved.

b. Interregion/Intraregion use (AF). CBI training centers may be used by adjacent sectors. The control over this shared use shall be coordinated between sectors. Reconciliation by the custodial AF Division will be requested in cases where satisfactory arrangements cannot be made between the parties involved.

6. CBI COURSES. A variety of training courses, or portions thereof, may be made available to employees via field training centers. These include:

a. Technical theory/equipment. These courses are intended to fulfill required field training needs for complete systems or concepts.

b. Refresher/Proficiency/Familiarization/Update. This type of training course is intended to refresh past training, establish currency in existing knowledge/skills, and improve comfort and familiarity with the process of the CBI system.

7. TESTING/CONCEPTS EXAMS. To receive a training certificate for an AF CBI course, students must satisfactorily pass a series of graded exams which are then averaged together to comprise the course score and complete laboratory training when required.

a. In courses required for equipment certification, the concept examination shall be considered the final exam and vice versa. The FAA Academy will create and coordinate specific procedures to implement this provision.

b. In courses which do not lead immediately and directly to equipment certification, a series of graded exams must normally be passed to receive a training certificate.

8. STUDENT STATUS.

a. Programmed.

(1) These are employees for which course quota has been assigned and enrollment accomplished. These students are to be managed through the training and have a commitment to complete the training assignment. Training center activities and equipment in support of programmed courses are to be afforded the highest priority. Ideally, employees enrolled in CBI courses at field locations should be full-time students. To the extent possible, such employees will be accommodated by use of training relief, work assignment, etc. As appropriate, training hours per day can be reduced to less than fulltime by indicating the average hours per day on the Training Request/Assignment, FAA Form 3000-13. However, a minimum of 4 hours per day is recommended. (AAC-900 will assume all students are in a full-time 8 hour training status unless otherwise indicated in CPMIS.) Total training hours authorized for periods of 8 hours or less per day will not exceed those authorized if in a normal 8 hour training status.

(2) Prior to starting training, formal written documentation of understanding between the student and sector manager will specify the CBI system for this purpose.)

(a) Duration of training status. This time may vary between students, but an expected maximum completion time should be established based on the course length shown in CPMIS. (Time extensions may be granted for extraordinary circumstances such as an emergency, illness, computer downtime, etc., by contacting the Aeronautical Center course manager. Coordination with the TPMO is required if the extension has a training travel cost impact.)

(b) Conditions of travel (if any).

(c) Expected rate of progress. (A schedule is provided in the CBI system for this purpose.)

(d) Hours of training; e.g., administrative week, 6 hours per day, etc.

b. Underprogrammed. These employees, not assigned and enrolled in a course, may avail themselves of refresher/update/enrichment training as scheduled locally. Such terminal time shall not conflict with the activities of those enrolled in programmed training. Certain restrictions will be applied to employees using training center facilities for this purpose:

(1) No examinations which form the basis of a course grade are permitted.

(2) Terminal sign-on/sign-off procedures which are applicable to this type of activity will be used.

(3) Academy instructor assistance will not normally be available.

(4) No expenditure of regional training travel money is to be incurred.

9. CONDUCT OF TRAINING. To the extent possible, a field conducted CBI course will parallel the same CBI course conducted at the Aeronautical Center. Parallels will be maintained in the areas of:

a. Study time. It is the sector's responsibility to ensure to the extent practical that the total number of hours allotted for actual training does not exceed the maximum course hours.

b. Instructor availability. Instructors will be available via FTS phone or terminal for technical assistance for programmed training. Although the sector training staff may assist the student with questions about course administration or minor content questions and counsel the student on self-study skills, the primary source of assistance with technical content questions should be the Aeronautical Center course manager.

c. Study environment. The study environment is a sector responsibility. Hourly breaks from study are recommended, particularly when students are working at the CBI terminal.

d. Student Progress. The sector's CBI Site Administrator should assist the AAC course manager in ensuring appropriate student progress through the course.

e. Student Records. Designated local managers may review the results of ungraded tests and the student's CBI course schedule. The names of the authorized reviewers should be provided to the TPMO.

10. COURSE QUOTA CONTROLS. CBI course requirements will be planned for and allocated in essentially the same manner as traditional Aeronautical Center courses. Course requirements will be requested during the Call for Training Requirements and prioritized.

BEST COPY AVAILABLE

11. COURSE MATERIALS. Necessary texts and supplies will be provided for each student formally enrolled in a CBI course. The timely shipment of this material is a responsibility of the Aeronautical Center. The Center is responsible for ensuring that all new and updated course material is distributed to the sector. It will be a responsibility of the sector manager to establish, as needed, controls over training center materials.

12. EQUIPMENT "HANDS ON".

a. Some equipment courses will include a theory and practical "hands-on" or lab portion. Generally, theory will be provided by CBI with lab training for these courses provided where equipment is available.

b. At field locations where equipment is available, lab training may be possible. The use of operational facilities for training purposes will be a determination made by the sector manager.

13. STUDENT MOTIVATION. The Aeronautical Center will develop in each CBI course motivational devices and other human factor considerations intended to maintain a high degree of student interest and study commitment. Within the limits of managerial discretion, each sector manager may use innovative means to motivate employees according to the individual's needs. Periodic assessments of CBI will inquire about successful motivational techniques. The most successful methods will be communicated nationally.

14. FACILITY AUTHORING. Specific facilities can be given author sign-ons for creating specified training materials—especially for purposes of proficiency training. Requests for such capability must be forwarded to the Office of Personnel and Training through the Program Engineering and Maintenance Service. Requests must clearly lay out project objectives and timeframes and address all resource considerations.

15. PROBLEM HANDLING.

a. Problems associated with the mechanics of CBI course presentation are to be directed to the Aeronautical Center in accordance with instructions to be provided separately. Such problems might concern and be associated with:

(1) Course content/format materials.

(2) Training center devices.

(3) Aeronautical center assistance.

(4) Student reaction to the CBI training mode.

b. The sector, at the region's option, may contact the Aeronautical Center with the request for assistance either by telephone or in writing.

c. Problems identified by AF organizations and associated with CBI should be brought to the attention of APM-100 for possible national coordination and resolution.

APPENDIX 5. AIR TRAFFIC GUIDELINES

1. INTRODUCTION. This appendix establishes responsibilities and provides administrative guidance to air traffic managers for computer-based instructiona. (CBI) air traffic courses conducted at air traffic or "common use"; e.g., regional office, locations.

2. CBI TRAINING CENTER MANAGEMENT/ADMINISTRATION

    a. Air Traffic Managers (ATM's) shall be responsible for the development and implementation of procedures for the effective utilization of training center resources in accordance with national directives. Such procedures shall include:

        (1) Procedures for ensuring students are properly enrolled in courses, orienting students to CBI, monitoring student progress, scheduling students and training center resources, maintaining student records, and maintaining the files and records required to support CBI training evaluations.

        (2) Procedures for maintenance of CBI equipment and storage of CBI discs used for the delivery of CBI lessons. Maintenance of CBI equipment and courseware shall be provided the highest operational priority.

        (3) Procedures for the proctoring of exams and exam answers.

        (4) Procedures for recording students' successful completion of a specific CBI course in Form 3120-1, Training and Proficiency Record. Procedures for completing site specific courses and refresher/proficiency training requirements are contained in Order 3120.4F, Air Traffic Training.

    b. ATM's shall forward to the Aeronautical Center (AAC-900) through the TPMO, the name, title, and FTS phone number of the manager responsible for the management/administration of the CBI Training Center who can be called on regarding CBI.

    c. The ATM/designee shall ensure that all documentation relating to CBI maintenance or operational abnormalities are forwarded to Aeronautical Center CBI System Section (AAC-912). Copies of this documentation shall also be sent to AAT-700 and APT-300 if major or recurring difficulties are encountered.

    d. ATM's/designees shall ensure that site specific CBI course/lesson plans are accurate and complete.

3. EQUIPMENT CUSTODY

    a. Custody. The respective ATM within whose facility the CBI terminal is located shall assume custody and responsibility of FAA-owned items.

b. <u>Repairs for Training Center Equipment</u>. Repairs to CBI terminals, disc drives, telephone modems, and printers will be accomplished through a national maintenance contract. The ATM will be responsible for repairs to all other equipment/furniture.

c. <u>Problem Handling</u>. The ATM will notify the Aeronautical Center through their regional office whenever equipment or telecommunications failure affects the training center capability where installed; such notification shall include an assessment of the impact on student training.

d. <u>Relocation</u>. Relocation of terminals to an alternate site must be coordinated at least 120 days in advance. On time critical moves, facilities are authorized to call the CBI Systems Section (AAC-912) first without contacting their regional office. However, documentation pertaining to affected coordination and the move must still be submitted to AAC-912 through the regional office.

4. <u>TERMINAL USAGE</u>. To ensure efficient use of CBI equipment, the ATM should make the equipment available to other FAA elements based on a joint analysis of priority. TPMO reconciliation will be requested only in cases where satisfactory arrangements cannot be made between the parties involved.

5. <u>CBI COURSES</u>. A variety of training courses, or portions thereof, will be made available to employees via field training centers. These include:

a. <u>National Training Courses</u>. These courses are intended to fulfill required field training needs for developmental and full-performance level controllers and others.

b. <u>Site Specific</u>. The capability to author site specific lessons will be provided later.

c. <u>Other CBI Courses</u>. These courses include all other available CBI lessons or courses in the area of FAA Management and General Training, Airway Facilities, Air Traffic and Flight Inspection Training, as well as other Government agency and commercially available courses including PLATO^R. Many of the latter courses or lessons are available on the system for no additional charge.

6. <u>STUDENT STATUS</u>.

a. <u>Programmed</u>.

(1) Students enrolled in a required CBI course will in most cases be developmentals or journeymen needing refresher/proficiency training. These students must complete the lesson within the prescribed time, receiving general and/or direct counseling to ensure all lesson objectives are satisfied.

(2) Formal written documentation that specifies student/instructor responsibilities and training objectives pertinent to this particular CBI course shall be completed prior to taking the CBI course. Training objectives specified should include:

(a) That terminal training time should generally be no longer than 45 minutes to 1 hour for a single session.

(b) Duration of the particular training phase.

(c) That prescribed course completion times are the maximum allowable and will be strictly adhered to.

b. Unprogrammed. Employees not assigned or enrolled in a structured training program may avail themselves of other available training as scheduled by the manager. Unprogrammed training shall not conflict with students enrolled in programmed training.

7. COMMUNICATION.

a. Comments associated with the mechanics of Academy designed and developed course presentation should be addressed to the Aeronautical Center Air Traffic Training Branch (AAC-930). These problems might include:

(1) Course content/format/materials.

(2) Training center devices.

(3) Aeronautical Center assistance.

(4) Student reaction to the CBI training mode.

b. Facilities have the option to directly contact the Aeronautical Center by phone to coordinate time critical problems. However, after the initial contact, facilities shall notify the region by phone of action taken and what the decision was and follow this with a formal letter to the region and Aeronautical Center documenting what had been previously coordinated. A copy of this documentation must be forwarded to AAT-700 through APT-300.

c. During implementation of the CBI-AT program, a monthly summary of CBI highlights/problems shall be prepared by AAC-900 and forwarded to AAT-700 through APT-300.

END

3-4-85